



## Office of Communications and Community Engagement

### MEMORANDUM

**DATE:** October 14, 2015  
**TO:** Honorable Mayor and City Council  
**THROUGH:** Andrew Clinger, City Manager  
**FROM:** Deanna Gescheider, Director of OCCE  
**SUBJECT:** Reno Direct Call Statistics for September 2015

The Reno Direct Citizen Call Center is staffed by three Citizen Service Representatives from 8AM to 5PM, Monday through Friday. Service Requests are received by phone, voicemail, email, office visits, and online chats. Report timeframes can be adjusted as requested.

Parking enforcement issues continue to be the primary concern over the past two years.

Following are the most submitted requests for August, summarized by Ward, as well as citywide.

July 2015		August 2015		September 2015	
Calls Answered	2464	Calls Answered	2198	Calls Answered	2034
Voicemails	425	Voicemails	303	Voicemails	251
Emails	772	Emails	695	Emails	697
Online chats	673	Online chats	515	Online chats	511
<b>Communication Occurrences</b>	<b>4334</b>	<b>Communication Occurrences</b>	<b>3711</b>	<b>Communication Occurrences</b>	<b>3493</b>

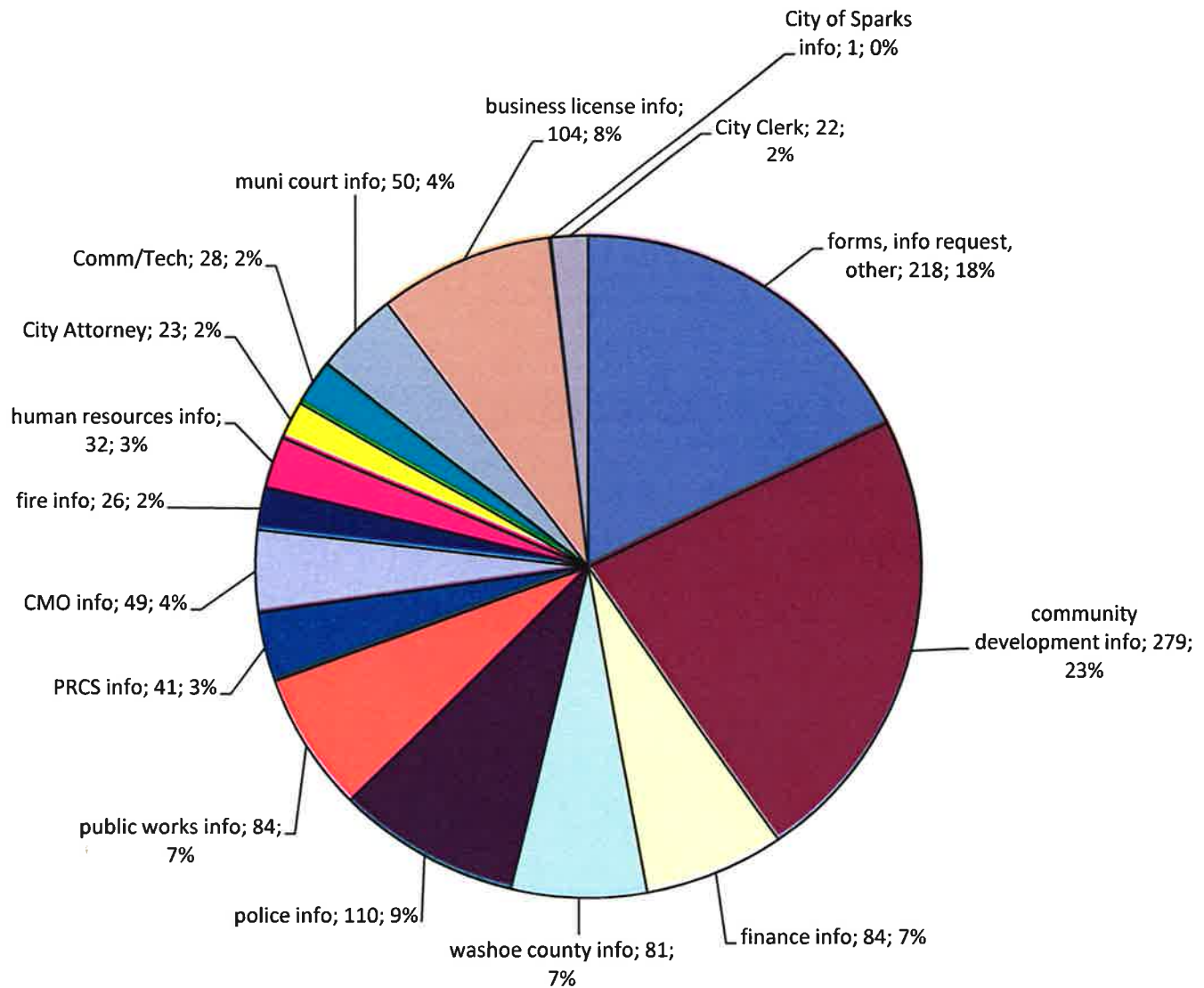
WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	45	RPD – abandoned vehicle	38	RPD – abandoned vehicle	50
RPD – graffiti removal	23	Code Enf – sidewalk obstruction	8	RPD – graffiti removal	27
RPD – additional patrol	10	Code Enf – debris on priv ppty	7	Code Enf – debris on priv ppty	15
Code Enf – debris on priv ppty	8	Code Enf – weeds/high grass	6	RPD – illegal parking	12
Business Lic - unlicensed	7	Code Enf - nuisance	6	Business Lic - unlicensed	11

WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	40	RPD – abandoned vehicle	49	RPD – abandoned vehicle	350
Code Enf – debris on priv ppty	9	RPD – graffiti removal	13	RPD – graffiti removal	134
RPD – additional patrol	6	Code Enf – debris on priv ppty	10	Code Enf – debris on priv ppty	59
Code Enf – weeds/high grass	4	RPD – illegal parking	9	RPD – illegal parking	56
Code Enf - nuisance	4	Code Enf – sidewalk obstruction	6	RPD – additional patrol	55

**Reno Direct  
September 2015**

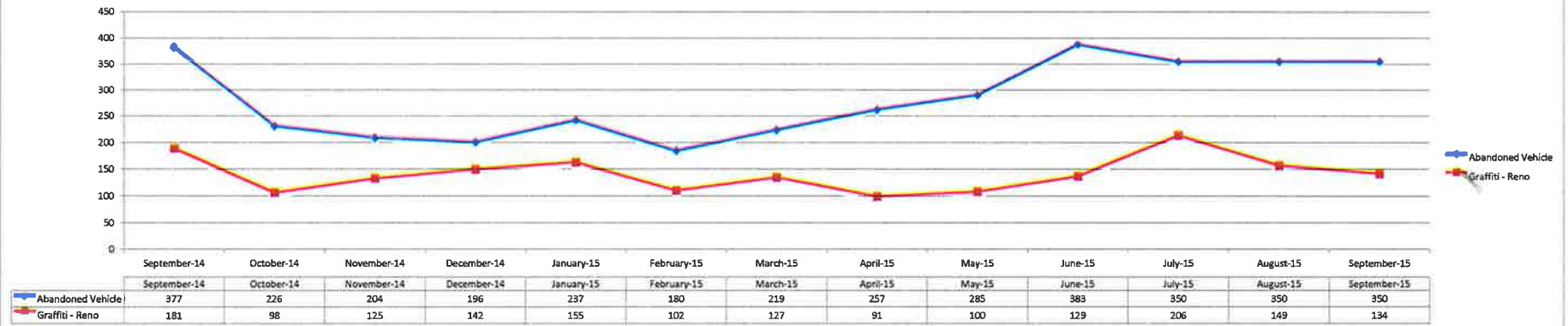
Communication Occurrence Type	
Service Requests	1,341
Information Calls	1,232
Online Chat	511
Voicemail	251
E-mail	697
<b>Total Communication Occurrences</b>	<b>4,032</b>

This data shows actual communication occurrences. This number will vary from the number of service requests entered. One communication occurrence can result in multiple service requests.



**Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.**

13 months request 1-2



13 months request 3-6

